

Qwest
1801 California S
Suite 900
Denver, Colorado 80202

ORIGINAL

RECEIVED
Qwest



Spirit of Service®

April 27, 2010

2010 APR 29 P 1:08

AZ CORP COMMISSION
DOCKET CONTROL

Docket Control
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007

T-01051B-10-0164

Dear Sir or Madam:

This filing is being made on behalf of Qwest Corporation (QC), Entity Code T-01051B.

Enclosed for filing with the Commission is an original plus thirteen (13) copies of revisions to Qwest's Competitive Exchange and Network Services Price Cap Tariff No. 2.

These revisions introduce a new discount plan for business customers and will grandfather the current Qwest® Line Volume Advantage® (QLVA) plan. The new Qwest® Business Line Plan (QLVP) provides customers more rate stabilization and predictability when they enter into a term agreement. The new rates will be derived by applying discounts to current monthly rates for the qualifying products. Discounts will be adjusted to keep the overall rate unchanged if the qualifying product rates change. In addition, the lowest tier for the discount plan will start at 10 business lines to allow more customers to enter into term agreements. Current customers on Qwest® Line Volume Advantage® may move to the new Qwest Line Volume Plan or remain on their existing plan and renew one-time after the expiration of their plan.

QC respectfully requests that these proposed changes become effective June 4, 2010.

Acknowledgment and date of receipt of this transmittal are requested. A duplicate letter and self-addressed, stamped envelope are attached for this purpose. If you have any questions regarding this filing, please contact me directly.

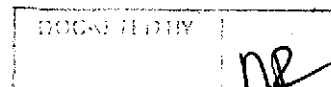
Sincerely,

Dawn Salaver
Regulatory Support Manager
Office: (303) 383-6563
Fax: (303) 383-6667
e-mail: Dawn.Salaver@qwest.com

Attachments

Arizona Corporation Commission
DOCKETED

APR 29 2010



Issued: 4-29-10

Effective: 6-19-10

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

	PAGE
SECTION 3. SERVICE CHARGES	
3.1 MISCELLANEOUS NONRECURRING CHARGES.....	1
3.1.9 EXPRESS CHANGE CHARGES.....	1
3.1.10 EXPEDITED ORDER CHARGE	3
SECTION 4. RESERVED FOR FUTURE USE	
SECTION 5. EXCHANGE SERVICES	
5.2 LOCAL EXCHANGE SERVICE	1
5.2.2 LOW USE OPTION SERVICE	1
5.2.4 FLAT RATE SERVICE	2
5.2.5 LOCAL SERVICE OPTIONS.....	3
5.2.8 HOME BUSINESS LINE (HBL) SERVICE	7
5.2.10 TENANT SOLUTIONS.....	9
5.2.11 COMPETITIVE RESPONSE.....	13
5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS	22.4
5.3.3 FLAT RATE TRUNKS.....	23
5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE	39
5.4 PREMIUM EXCHANGE SERVICES	56
5.4.2 TOUCH-TONE CALLING SERVICE	56
5.4.3 CUSTOM CALLING SERVICES.....	57
5.4.4 MARKET EXPANSION LINE (MEL) SERVICE	87
5.4.5 BASIC EXCHANGE ENHANCEMENT.....	92
5.4.7 INTRACALL SERVICE	93
5.4.8 OPEN SWITCH INTERVAL PROTECTION (OSIP).....	94
5.4.9 CALLER IDENTIFICATION-BULK	95
5.4.10 CUSTOM RINGING SERVICE	98
5.4.11 HUNTING SERVICE	102
5.4.19 NUMBER FORWARDING.....	105

(D)

Issued: 4-29-10

Effective: 6-19-10

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

	PAGE
5.7 DIRECTORY SERVICES	107
5.7.1 LISTING SERVICES.....	107
5.7.7 CUSTOM NUMBER SERVICE.....	118
5.8 OPERATOR SERVICES.....	120
5.8.4 INTERCEPT SERVICES	120
5.9 PACKAGED SERVICES	122
5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE	122
5.10 RESALE/SHARING OF COMPANY SERVICES	147
5.11 LOCAL VOICE DISCOUNT PLANS.....	154
5.11.1 LINE VOLUME PLAN	154
5.11.2 CORE CONNECT 1	159
5.11.3 PURCHASE PLUS REWARD PLAN	162

(C)

SECTION 105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE	1
105.2.5 LOCAL SERVICE OPTIONS.....	1
105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN.....	7
105.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS	13
105.3.4 DIRECT-INWARD-DIALING (DID) SERVICE	13
105.3.5 IDENTIFIED OUTWARD DIALING (IOD).....	13
105.4 PREMIUM EXCHANGE SERVICES	15
105.4.3 CUSTOM CALLING SERVICES.....	15
105.4.10 CUSTOM RINGING SERVICE.....	19
105.4.11 HUNTING SERVICE	20
105.4.14 CUSTOM SOLUTIONS	21
105.4.15 SINGLENUMBER SERVICE	24
105.4.17 SELECT CALL ROUTING SERVICE	30

Issued: 4-29-10

Effective: 6-19-10

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

	PAGE	
105.6	JOINT USER SERVICE	40
105.7	DIRECTORY SERVICES	42
105.7.1	LISTING SERVICES	42
105.9	PACKAGED SERVICES	43
105.9.1	PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE	43
105.9.2	PACKAGES NOT ASSOCIATED WITH BASIC EXCHANGE SERVICE	88
105.10	RESALE/SHARING OF COMPANY SERVICES	90
105.11	LOCAL VOICE DISCOUNT PLANS	95 (N)
105.11.4	LINE VOLUME ADVANTAGE	95 (N)

SECTION 6. MESSAGE TELECOMMUNICATION SERVICE

6.1	GENERAL	1
6.1.1	APPLICATION	1
6.1.2	TERMS AND CONDITIONS	2
6.2	STANDARD SERVICE OFFERINGS	5
6.2.1	TWO-POINT MESSAGE TELECOMMUNICATION SERVICE	5
6.2.3	1-800 CALLING SERVICE	14
6.2.4	DIRECTORY ASSISTANCE SERVICE	19
6.2.8	OPERATOR VERIFICATION/INTERRUPT SERVICE	24
6.2.9	SPECIAL HOUR DISCOUNT	27
6.3	OPTIONAL SERVICE OFFERINGS	28
6.3.17	GUARANTEED RATE CALLING CONNECTION	28
6.3.18	CALLING CONNECTION PLANS	29

Issued: 4-29-10

Effective: 6-19-10

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION	
Dial Switching Systems	9	
Obsolete	109	
Directory Assistance Service	6	
Document Format	1	
Expedited Order Charge.....	3	
Explanation of Abbreviations	1	
Explanation of Change Symbols.....	1	
Express Change Charges.....	3	
General Regulations - Conditions of Offering.....	2	
Guaranteed Rate Calling Connection.....	6	
Individual Case ISDN Service	14	
Integrated T-1 Service.....	15	
INTRACALL Service.....	5	
LINE VOLUME ADVANTAGE.....	105	(T)
Local Exchange Service.....	5	
Obsolete	105	
Local Voice Discount Plans.....	5	
Obsolete	105	(N)
Metropolitan Preferred Area Calling Service	106	
Message Telecommunication Service.....	6	
Obsolete	106	
Miscellaneous Central Office Services	10	
Miscellaneous Nonrecurring Charges.....	3	
Miscellaneous Service Offerings	10	
Obsolete	110	
Miscellaneous Switched Digital Service Offerings	15	
National Directory Assistance.....	6	
Network Premises Work Charges	13	

Issued: 4-29-10

Effective: 6-19-10

5. EXCHANGE SERVICES

SUBJECT	PAGE
Basic Exchange Enhancement	92
Business Customer Incentive Program	15
Caller Identification - Bulk	95
CHOICE Business	122
CHOICE Business Plus.....	128
CHOICE Business Prime.....	133.1
CHOICE Home.....	134
CHOICE Home Plus.....	134
Competitive Response	13
CORE CONNECT 1.....	159
Custom Calling Services.....	57
Custom Number Service	118
Custom Ringing Service	98
Direct-Inward-Dialing (DID) Service.....	39
Directory Services.....	107
Flat Rate Service	2
Flat Rate Trunks.....	23
HOME BUSINESS LINE (HBL) Service.....	7
Home Phone.....	146.1
Hunting Service	102
Intercept Services	120
INTRACALL Service.....	93
Line Volume Plan	154
Listing Services.....	107
Local Exchange Service.....	1
Local Service Options.....	3
Local Voice Discount Plans.....	154
Low Use Option Service.....	1
MARKET EXPANSION LINE (MEL) Service.....	87

(D)

Issued: 4-29-10

Effective: 6-19-10

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.13 RESERVED FOR FUTURE USE

(C)

(M)

[1] This page cancels the following pages: Pages 19 through 21.1, Release 2,

(N)

(M) Material moved to 105.11.4.

Issued: 4-29-10

Effective: 6-19-10

5. EXCHANGE SERVICES

5.11 LOCAL VOICE DISCOUNT PLANS

5.11.1 LINE VOLUME PLAN

A. Description

1. Line Volume Plan is available to business customers subscribing to 10 or more basic business lines or qualifying packages. A customer may have up to a maximum of 3,000 participating lines across the Qwest 14 state region. Line Volume Plan is offered as a tiered plan with each tier having a Minimum Line Requirement.
2. Line Volume Plan may be offered to business customers who are contemplating establishing service with another telecommunications service provider or, business customers currently receiving their service from another telecommunications service provider.
3. Line Volume Plan defines qualifying products as the following:
 - Flat Rate Business Lines (1FB) with Hunting
 - *QWEST CHOICE* Business (PGOQL)
 - *QWEST CHOICE* Business Plus (PGOQM)
 - *QWEST CHOICE* Business Add-A-Line (PGOQN)
 - *QWEST CHOICE* Business Prime (PGOQT)

B. Terms and Conditions

1. Customers subscribing to Line Volume Plan receive discounts specified in 5.11.1.C., following. All terms and conditions for qualifying products and services as specified elsewhere apply. The Company may withdraw this offering to customers at any time with appropriate notice.
2. All access lines must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of the customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with the customer's name, mark, or commercial symbol.
3. The discount level for Line Volume Plan is based on line volume and a contract term of 2, 3, 4 or 5 years.

Issued: 4-29-10

Effective: 6-19-10

5. EXCHANGE SERVICES

5.11 LOCAL VOICE DISCOUNT PLANS

5.11.1 LINE VOLUME PLAN

B. Terms and Conditions (Cont'd)

4. Additional business lines may be added, but will not affect the monthly discount level.
5. If Qwest terminates the Service(s) for Cause, or if a customer terminates the Services(s) in whole without Cause before the expiration date, the customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement times the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay $\$15.00 \times 50 \times 3 = \$2,250.00$

Annually, if an account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of \$60.00 for each line below the Minimum Line Requirement.

A termination charge will be waived if the customer replaces the service within the Qwest region with similar Qwest contracted services equal to, or greater than, the remaining value of the commitment.

Termination charge will be waived for customers with a Qwest Line Volume Advantage or *QWEST CHOICE* Business term agreement as long as the new Line Volume Plan agreement includes the same or greater number of lines for the same or greater term than their existing agreement.

6. The customer may move all or part of the lines in Line Volume Plan to another Company location within the Qwest 14 state region, or change qualifying products, as long as the customer maintains the minimum line requirement.
7. The Company may vary Line Volume Plan terms and conditions, excluding discount levels, to meet a specific customer's request provided the changes are mutually agreed upon by the customer and the Company.
8. This discount plan may not be combined with any other discount plan and will not be available to customers receiving competitive response offers until the terms of those offers have been satisfied.

Issued: 4-29-10

Effective: 6-19-10

5. EXCHANGE SERVICES

5.11 LOCAL VOICE DISCOUNT PLANS

5.11.1 LINE VOLUME PLAN (Cont'd)

C. Rates and Charges

1. Where applicable, incremental charges as specified in 5.1 of the Exchange and Network Services Price Cap Tariff apply and will not be discounted.
2. Customers will not incur nonrecurring charges when switching existing basic business line service to Line Volume Plan.
3. Nonrecurring charges will apply as specified in 5.2.4 of the Exchange and Network Services Price Cap Tariff. Nonrecurring charges may be waived for business customers currently receiving their service from another telecommunications service provider.
4. Qualifying products may be aggregated across Qwest's 14 state region to determine the discount level. Line Volume Plan will be provided at the following stabilized rates. These rates will be derived by applying discounts to current monthly rates for the qualifying products and will be adjusted to remain unchanged if the qualifying product rates change.
 - a. Flat Rate Business Service (1FB)[1]

	MONTHLY RATES	
	2 YEAR	3-5 YEAR
• Number of lines		
- 10 - 49	\$25.99	\$23.99
- 50 - 499	24.99	22.99
- 500 - 999	23.99	21.99
- 1000 - 3000	22.99	20.99

[1] The monthly discount level applies to the rates for the Business Individual Flat Rate Line as specified in 5.2.4, of the Exchange and Network Services Price Cap Tariff. Hunting may be provided at no additional charge.

Issued: 4-29-10

Effective: 6-19-10

5. EXCHANGE SERVICES

5.11 LOCAL VOICE DISCOUNT PLANS

5.11.1 LINE VOLUME PLAN

C.4. (Cont'd)

b. *QWEST CHOICE* Business

	MONTHLY RATES	
	2 YEAR	3-5 YEAR
• Number of lines		
- 10 - 49	\$29.99	\$26.99
- 50 - 499	28.99	25.99
- 500 - 999	27.99	24.99
- 1000 - 3000	26.99	23.99

c. *QWEST CHOICE* Business Plus

	MONTHLY RATES	
	2 YEAR	3-5 YEAR
• Number of lines		
- 10 - 49	\$30.99	\$27.99
- 50 - 499	29.99	26.99
- 500 - 999	28.99	25.99
- 1000 - 3000	27.99	24.99

(C)
(N)

(N)

Issued: 4-29-10

Effective: 6-19-10

5. EXCHANGE SERVICES

5.11 LOCAL VOICE DISCOUNT PLANS

5.11.1 LINE VOLUME PLAN

C.4. (Cont'd)

d. Add-A-Line

	MONTHLY RATES	
	2 YEAR	3-5 YEAR
• Number of lines		
- 10 - 49	\$26.99	\$24.99
- 50 - 499	25.99	23.99
- 500 - 999	24.99	22.99
- 1000 - 3000	23.99	21.99

e. QWEST CHOICE Business Prime

	MONTHLY RATES	
	2 YEAR	3-5 YEAR
• Number of lines		
- 10 - 49	\$28.99	\$25.99
- 50 - 499	27.99	24.99
- 500 - 999	26.99	23.99
- 1000 - 3000	25.99	22.99

(C)
(N)

(N)

Issued: 4-29-10

Effective: 6-19-10

105. OBSOLETE EXCHANGE SERVICES

SUBJECT	PAGE	
Business Line Volume Purchase Plan.....	7	
Combination Access Line Service	1	
Custom Calling Services.....	15	
Custom Ringing Service	19	
Custom Solutions.....	21	
Direct-Inward-Dialing (DID) Service	13	
Directory Services.....	42	
Hunting Service	20	
Identified Outward Dialing (IOD)	13	
Joint User Service	40	
<i>LINE VOLUME ADVANTAGE</i>	95	(N)
Listing Services.....	42	
Local Exchange Service.....	1	
Local Service Options.....	1	
Local Voice Discount Plans.....	95	(N)
Packaged Services.....	43	
Packaged Services Associated with Basic Exchange Service.....	43	
Packaged Services Not Associated with Basic Exchange Service.....	89	
Premium Exchange Services.....	15	
Private Branch Exchange (PBX) Trunks	13	
<i>QWEST UTILITY LINE</i>	5	
Resale/Sharing of Company Services.....	90	
Select Call Routing Service	30	
Service Stations.....	4	
<i>SINGLENUMBER</i> Service	24	

Issued: 4-29-10

Effective: 6-19-10

105. OBSOLETE EXCHANGE SERVICES

105.11 LOCAL VOICE DISCOUNT PLANS (Cont'd)

105.11.4 LINE VOLUME ADVANTAGE

(T-M)

Effective June 19, 2010, *LINE VOLUME ADVANTAGE* is obsolete and no longer available to new customers. Existing customers with a signed agreement may renew their *LINE VOLUME ADVANTAGE* for one additional term upon the expiration of their current agreement.

(N)

(N)

A. Description

(M)

1. *LINE VOLUME ADVANTAGE* is available to business customers subscribing to 50 or more lines in conjunction with basic business access lines. A customer may have up to a maximum of 3,000 participating lines across the Qwest region. *LINE VOLUME ADVANTAGE* is offered as a tiered plan with each tier having a Minimum Line Requirement.
2. *LINE VOLUME ADVANTAGE* may be offered to business customers who are contemplating establishing service with another telecommunications service provider or, business customers currently receiving their service from another telecommunications service provider.
3. *LINE VOLUME ADVANTAGE* defines qualifying lines as the following:
 - Flat Rate Business Lines (1FB) with Hunting
 - *QWEST CHOICE* Business
 - *QWEST CHOICE* Business Plus
 - Add-A-Line
 - *QWEST CHOICE* Business Prime

B. Terms and Conditions

1. Customers subscribing to *LINE VOLUME ADVANTAGE* receive discounts specified in 105.11.1.C., following. These discounts are applied to the monthly tariffed rates for qualifying services. All terms and conditions for qualifying products and services as specified elsewhere apply. The Company may withdraw this offering to customers at any time with appropriate notice.
2. All access lines must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of the customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with the customer's name, mark, or commercial symbol.

(T)

(M)

(M) Material moved from 5.2.13.

Issued: 4-29-10

Effective: 6-19-10

105. OBSOLETE EXCHANGE SERVICES

105.11 LOCAL VOICE DISCOUNT PLANS

105.11.4 *LINE VOLUME ADVANTAGE*

(T)(M)

B. Terms and Conditions (Cont'd)

3. Intercept Service will be provided on the main listed directory number.
4. *LINE VOLUME ADVANTAGE* is not available on Public Communication Service.
5. The discount level for *LINE VOLUME ADVANTAGE* is based on volume and a contract term of 2 years, 3 years, 4 years or 5 years.
6. Additional lines may be added, but will not affect the monthly discount level.
7. If Qwest terminates the Service(s) for Cause, or if a customer terminates the Services(s) in whole without Cause before the expiration date, the customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement times the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay $\$15.00 \times 50 \times 3 = \$2,250.00$

Annually, if an account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of \$60.00 for each line below the Minimum Line Requirement.

A termination charge will be waived if the customer places an order to discontinue the service and replaces the line(s) within the Qwest region with similar Qwest contracted services equal to, or greater than, the remaining value of the commitment.

8. The customer may move the physical location of all or part of the lines in *LINE VOLUME ADVANTAGE* to another location within the Qwest region, or move within the following Qwest products, provided the new lines are provided to the customer by the Company:
 - Flat Rate Business Lines (1FB) with Hunting
 - *QWEST CHOICE* Business
 - *QWEST CHOICE* Business Plus
 - Add-A-Line
 - *QWEST CHOICE* Business Prime
9. The Company may vary *LINE VOLUME ADVANTAGE* terms and conditions, excluding discount levels, to meet a specific customer's request provided the changes are mutually agreed upon by the customer and the Company.

(M)

(M) Material moved from 5.2.13.

Issued: 4-29-10

Effective: 6-19-10

105. OBSOLETE EXCHANGE SERVICES

105.11 LOCAL VOICE DISCOUNT PLANS

105.11.4 LINE VOLUME ADVANTAGE (Cont'd)

(T)(M)

C. Rates and Charges

1. Where applicable, incremental charges as specified in 5.1 of the Exchange and Network Services Price Cap Tariff, apply and will not be discounted.
2. Customers will not incur nonrecurring charges when switching existing basic business line service to *LINE VOLUME ADVANTAGE*.
3. Normal nonrecurring charges associated with the line apply when business lines are provided in association with the installation of new qualifying business lines or, the move of qualifying business lines from one location to another.
4. Qualifying lines may be aggregated across Qwest's 14 state region to determine the discount level. *LINE VOLUME ADVANTAGE* will be provided at the following Stabilized Line discounts:
 - a. Flat Rate Business Service (1FB)[1]

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• Number of lines				
- 50 - 499	20%	22%	24%	26%
- 500 - 999	22%	24%	26%	28%
- 1000 - 3000	24%	26%	28%	30%

(M)

- [1] The monthly discount level applies to the rates for the Business Individual Flat Rate Line as specified in 5.2.4.B. of the Exchange and Network Services Price Cap Tariff or the Additional Flat Rate Line as specified in 5.2.4.A.3., preceding. Hunting may be provided at no additional charge.

(M)

(M)

(M) Material moved from 5.2.13.

Issued: 4-29-10

Effective: 6-19-10

105. OBSOLETE EXCHANGE SERVICES

105.11 LOCAL VOICE DISCOUNT PLANS

105.11.4 LINE VOLUME ADVANTAGE

C.4. (Cont'd)

b. *QWEST CHOICE* Business

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• Number of lines				
- 50 - 499	25%	27%	29%	31%
- 500 - 999	27%	29%	31%	33%
- 1000 - 3000	29%	31%	33%	35%

c. *QWEST CHOICE* Business Plus

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• Number of lines				
- 50 - 499	35%	37%	39%	41%
- 500 - 999	37%	39%	41%	43%
- 1000 - 3000	39%	41%	43%	45%

(M) Material moved from 5.2.13.

Issued: 4-29-10

Effective: 6-19-10

105. OBSOLETE EXCHANGE SERVICES

105.11 LOCAL VOICE DISCOUNT PLANS

105.11.4 LINE VOLUME ADVANTAGE

C.4. (Cont'd)

d. Add-A-Line

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• Number of lines				
- 50 - 499	25%	27%	28%	30%
- 500 - 999	27%	28%	30%	31%
- 1000 - 3000	28%	30%	31%	33%

e. QWEST CHOICE Business Prime

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• Number of lines				
- 50 - 499	30%	32%	34%	36%
- 500 - 999	32%	34%	36%	38%
- 1000 - 3000	34%	36%	38%	40%

(M) Material moved from 5.2.13.